

*T-MATE -Travelers claim management system
**ICMS - Integrated case management system (vendor owned)

Enhanced Medical Triage Workflow

Claim notice reported to local service center via T-MATE*

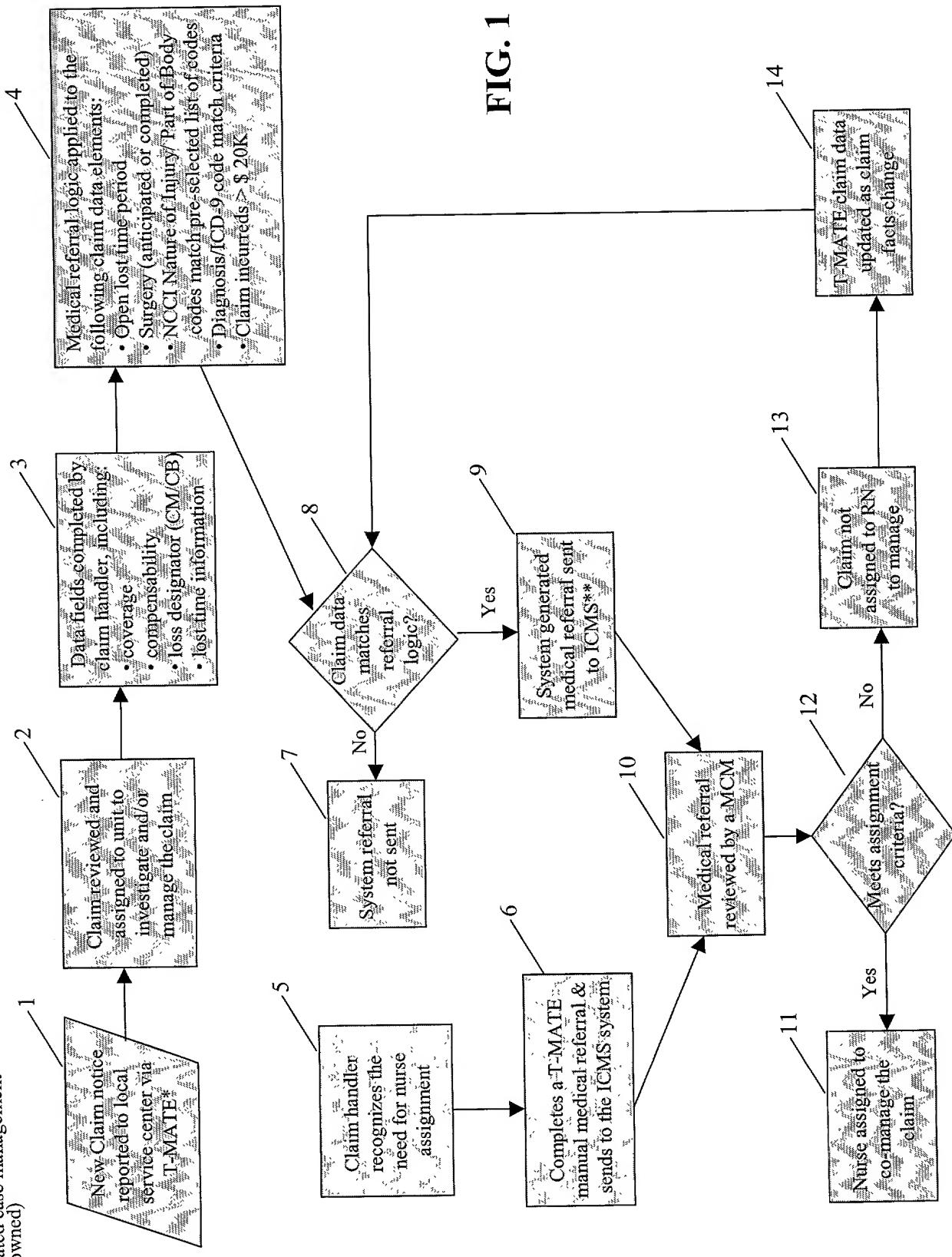


FIG. 1

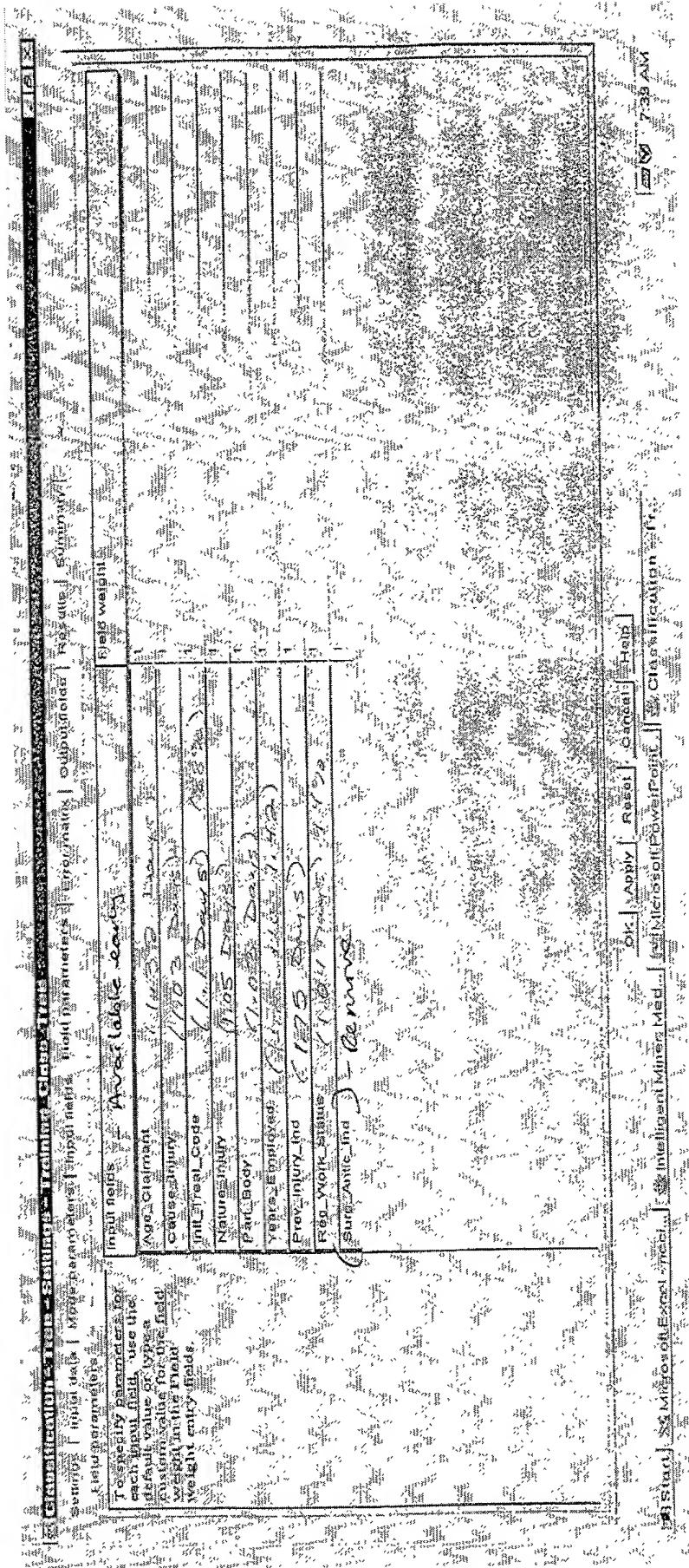


FIG. 2

FIG. 3

Auto Med. Assignment System Architecture Design Overview

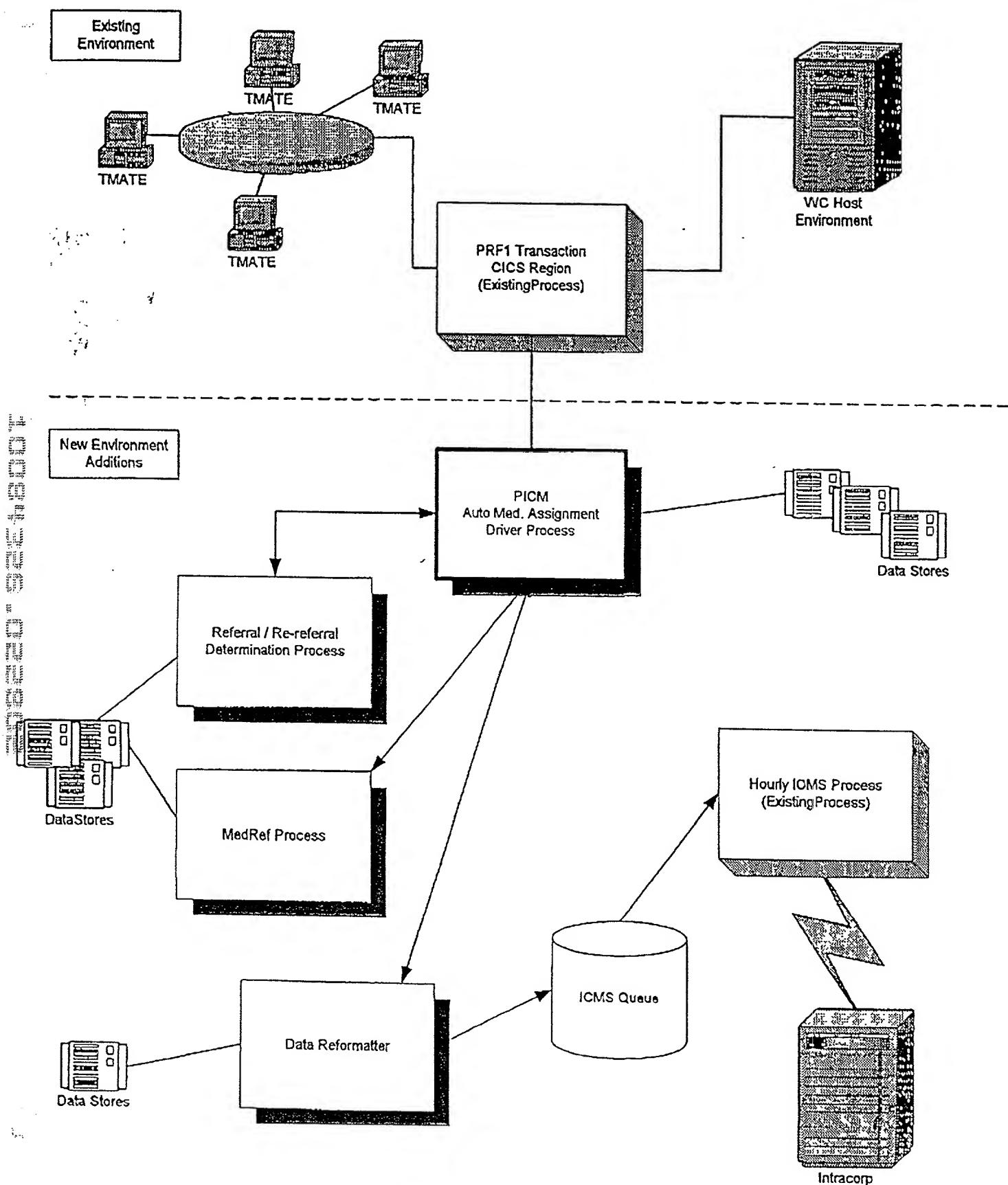


FIG. 4